An integrated inbound and outbound voice service system comprising: 1.

a first system for generating markup documents;

a call server comprising:

a storage device for storing the markup documents;

a call builder operative to initialize a voice-enabled communication using the markup documents; and,

a call receiver operative to accept an inbound voice-enabled communication;

wherein the call builder is operative to control voice-enabled communications using the markup documents.

The voice service system of claim 1 wherein the call server further 2. comprises an authentication module operative to authenticate an inbound voice-enabled communication.

The voice service system of claim 1 wherein the call server further 3. comprises:

a parser operative to extract text from the markup language documents;

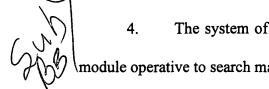
a text-to-speech engine for converting the extracted text into speech.

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and,

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The system of claim 1 wherein the call server further comprises a search module operative to search markup language documents stored in the storage device.

- The system of claim 4 wherein the search module comprises an SQL 5. engine operative to query the storage device.
- 6. The system of claim 1 wherein the storage device comprises a relational database.

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- 7. The system of claim 1 wherein the markup language documents comprise TML documents.
- 8. The system of claim 1 wherein the markup language documents comprise active voice pages.
- The system of claim 1 wherein the markup language documents comprise information accessed from an on-line analytical processing system.
- A method for providing integrated inbound and outbound voice services 10. comprising the steps of:



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generating markup documents;

storing the markun documents;

initializing outbound voice-enabled communications using the markup

documents;

accepting inbound voice enabled communications; and,

controlling the voice-enabled communications using the markup

documents.

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11. The method of claim 10 further comprising the step of authenticating inbound voice-enabled communications.

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12. The method of claim 10 wherein the step of controlling comprises:
extracting text from the markup language documents; and,
converting the extracted text into speech.

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13. The method of claim 10 further comprising the step of searching the markup language documents stored in the storage device for inbound voice-enabled communications.

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14. The method of claim 13 wherein the step of searching comprises generating SQL statements to search for particular markup language documents.

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- 15. The method of claim 10 wherein the step of storing comprises storing the markup language documents in a relational database.
- 16. The method of claim 10 wherein the markup language documents comprise TML documents.
- 17. The method of claim 10 wherein the markup language documents comprise active voice pages.
- 18. The method of claim 10 wherein the markup language documents comprise information accessed from an on-line analytical processing system.

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